Questions, questions, questions re:
CANS, Communimetrics and CANVaS

A number of questions received by the Office of Comprehensive Services (OCS), the CANVaS Help Desk and Communimetrics Support result from confusion regarding the use of the two different websites used for the implementation of the CANS in Virginia, particularly regarding certification. Please read the following for a better understanding of the two websites and their separate functions, including verification of certification.

Communimetrics

Communimetrics is a Pennsylvania company that hosts our Virginia CANS **training and certification site** only. Launched last summer (August 4, 2008) this is the site where you view the training videos, take the practice tests and the certification test. Communimetrics keeps a record of your current certification which can be accessed easily *by anyone at any time* on the Communimetrics site, which is www.communimetrics.com/VirginiaCSA/Default.aspx You can print a verification of your certification from this site. When it is time to renew your certification, you access this site and take another certification test. Communimetrics has a "contact us" feature which may be accessed even if you cannot log-in. Communimetrics Support will either contact you by e-mail or phone with the response to your question.

To access verification of your certification, log into the Communimetrics site, click on "agency certifications" on the left hand side of the page and you will see a list with your name and certification number. You will need to copy your number. Go back to the Home Page and click on "Verify certification". Paste your number into the box that appears and click "submit." You will get a response that provides your name and certification dates. Print this page as it is acceptable verification of your certification. Another individual, such as your Super User, can also access and verify your certification in this way.

> **If you are a Super User and want to verify an individual's certification that is not in the locality in which you are registered on Communimetrics, do the following: Click on "edit profile" in the upper right hand corner of the Communimetrics home page. Change your locality to the one whose listing you want to see. Click "submit" at the bottom of the page. Go back to the home page and click on "view agency certifications." You will then see the listing in the "new" locality.**

CANVaS

CANVaS is an online software application of the Virginia Child and Adolescent Needs and Strengths (CANS) assessment. CANVaS is an adaptation of the Indiana online CANS which was developed by the State of Indiana and RCR Technology, an Indianapolis based company. CANVaS is hosted by state servers maintained by the Virginia Information Technologies Agency (VITA) and Northrop Grumman, known as the IT Partnership. The Office of Comprehensive Services contracted with RCR to modify the software for Virginia's revisions, install it and provide a Help Desk for access log-ins and other technical questions related to CANVaS.

Launched July 1, 2009, CANVaS is what you use to actually complete the CANS assessment. You must first complete a user's agreement (found in the *Policies and Procedures for Access to CANVaS* at [Policies and Procedures CANVaS](#)), fax it to the Help Desk at (317) 631-3345 and then contact the Help Desk at (877) 727-8329 to establish your log-in information. You may then begin to use the website to complete assessments on individual children.

You must be currently certified on the CANS to access CANVaS and herein lies some of the confusion. The CANVaS Help Desk is required to monitor certification status and so they will ask you for verification of your certification from the Communimetrics site. CANVaS also has a report that allows you to view names of staff who have submitted verifications with their certification dates. Again, anyone can access this report.

> **To access this listing, log into CANVaS and click on "reports" on the left hand side of the page. Click on "staff certification." You may then select either "current certified staff" or "staff near/with expired certification." Select your locality, and click on "process report" to see the listing of individuals who are either currently certified or nearing/with expired certification.   Anyone can access these lists.**

So, who do I ask what?

- For questions regarding your CANS certification and renewal, taking a certification test, verifying your certification, etc. use the Communimetrics site and their "contact us" feature.

- For questions involving CANVaS, the online CANS assessment instrument, contact the CANVaS Help Desk at canvashelpdesk@rcrtechnology.com or at (877) 727-8329 or by fax at (317) 631-3345.

- Neither Communimetrics support staff nor CANVaS Help Desk staff can answer clinical questions about the CANS, such as assistance in determining what rating to use in specific situations. Those questions should be directed to your Super User (listing found here http://www.csa.virginia.gov/rosters_reporting/cans3a.cfm or to the Office of Comprehensive Services. Super Users are local staff people who have received special training from Dr. Lyons.